



## Tennessee Housing Development Agency

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### THDA TRACS ADVISORY NOTICE

TO: Owners and Management Agents of THDA Developments

Ada Ferrell	Allen Group Home	Bristol Group Home
Cedar Springs	Dickson I & II	Fox Ridge
Harrison Village	Hats Group Home	Hope Haven I, II, III
Horizon Square	Imperial Gardens	Janet Clark I & II
Kingsport West	Lakewood Village	Lee Manor
Martin GH	Meadowood	Mildred Miller
Oakwood Manor	Parkview Manor	P.H. Homes I & II
Pendleton Place	Pinewood	Regency Village
Royal Arms	Tillery Ridge	Tullahoma I & II
Union City	Walnut Village	Wheeler Manor

From: Kathy Whalen  
Director of Section 8 Contract Administration

RE: Conversion from SprintMail to TRACSMail for all Section 8 Developments

Date: December 14, 2001

HUD has advised all Section 8 Developments and Contract Administrators that the use of SprintMail and the THDA "Newconst" communications program will be discontinued effective February 28, 2002. THDA is in the process of preparing for the HUD required transition to TRACSMail for our portfolio of 38 properties. We have prepared this advisory notice to both educate you and provide information as to the steps your Development needs to take in order to successfully convert your TRACS software to the TRACSMail system by February 28, 2002.

To help you better understand what is taking place, you need to know first what is involved with the conversion process. TRACSMail is an interim solution to HUD's communication via the internet. There exists information about HUD's changes and implementation on the HUD TRACS website found at ([www.hud.gov](http://www.hud.gov)) and THDA's as well ([www.state.tn.us/thda](http://www.state.tn.us/thda)). The dynamics of the change to TRACSMail effect your computer's hardware, operating system and TRACS mailbox ID. Three issues are imperative to our success with this transition:

- 1) your effort to move forward on any required changes to your PC system;
- 2) your communication with your software vendor about the required changes;
- 3) and communication with THDA

The steps that we are requesting that you follow are designed to make the conversion to TRACSMail as stress-free as possible. I urge you to begin on these steps as soon as possible. The conversion steps that you need to follow are outlined below:

- Step 1. You must first obtain a TRACSMail ID number from the TRACS Hotline (1-800-767-7588). This ID will be used by THDA to return responses to you and allow you to pick up these TRACS responses. You should also have received your new software upgrade that will incorporate TRACSMail. If you already possess a TRACSMail ID, then proceed to Step # 2.
- Step 2. After installing your TRACSMail software upgrade from your software vendor, you must place THDA's TRACSMail ID, *TRACM 22667*, in the appropriate Communication setting. This setting allows you to send data to THDA. Please consult with your software vendor as to what changes are needed to insure that you are able to communicate your data with THDA using TRACSMail.
- Step 3. Notify your THDA TRACS Specialist (by telephone) at THDA of your new TRACSMail ID on the day you convert from the Newconst program to TRACSMail. After you notify the TRACS Specialist, it is acceptable to begin transmitting your development's data via TRACSMail.

We also have provided an attachment that will assist with the successful transition to TRACSMail. The attachment lists the standards and/or minimum performance capabilities your system needs to support TRACSMail.

The dynamics of the TRACSMail conversion will effect the THDA TRACS software and operating system as well. Currently, our Management Informations System (MIS) Division is working closely with our software vendor, RealPage, as a pilot test site for the TRACSMail transmissions. To date, the system testing has gone quite smoothly. THDA must ensure that not only our system, but all of the Development's systems must be fully TRACSMail ready by a target date of February 1, 2002. We understand that this is approximately one month prior to the SprintMail cut-off date, however, our MIS Division would like to have the month of February to work out any "bugs" that might occur prior to the final HUD conversion date in order to better ensure the HAP payment not being delayed.

We understand that this conversion process is both new to you, THDA and the software vendors. We have provided resources for guidance and support. If you have questions after you read this Notice and the attachments about your PC System and the TRACSMail conversion, please contact our THDA Systems Specialists, Wayne Witgenstein (615) 741-9632 or David Castle (615) 741-9630. They are available to provide guidance specific to your technical questions regarding your current system. Henry Snorton, the THDA Coordinator for TRACS Systems, can also answer your questions by contacting him at (615) 253-5538.

The transition to TRACSMail has been made mandatory by HUD. Therefore, if you have not yet been notified by your software vendor or service bureau, please contact them in order to inquire as to when they will have your specific TRACS software updated to meet the requirement. This is a joint effort between THDA and your Development and we can only achieve success by working closely together.

Thank you in advance for your cooperation.

CC: Don Harris, THDA  
Larry Richardson, THDA  
Wayne Witgenstein, THDA  
Henry Snorton, THDA  
Paige Sharpe, THDA  
THDA TRACS Specialists

Attachment